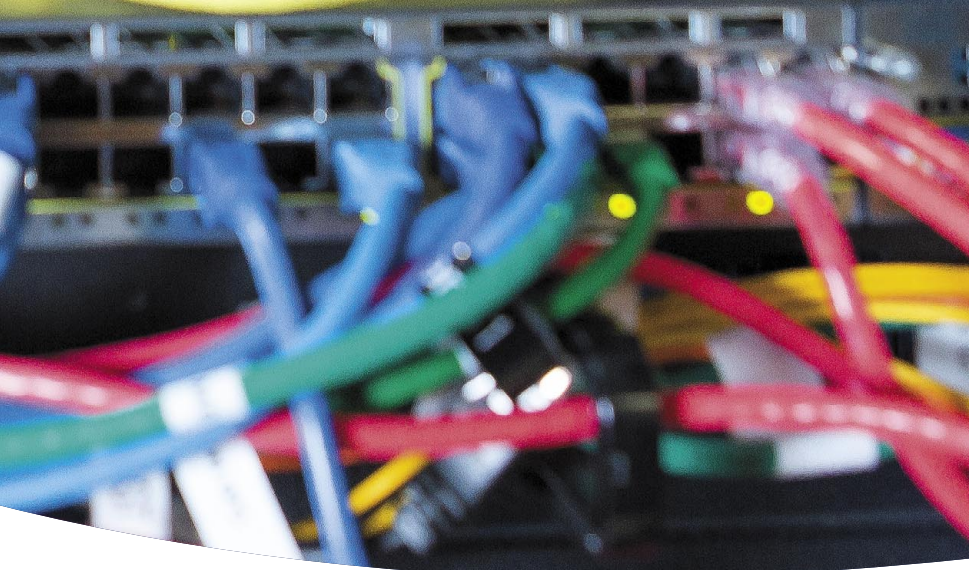




VET Information Guide  
2024

**F**eed





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## Welcome

Federation University Australia's purpose is to transform lives and enhance communities.

Our graduates thrive, because Federation is deeply engaged with industries and employers.

Federation TAFE students are job ready, equipped with the skills and qualifications to take on the challenges of industry, or continue to make their mark through our pathways to university.

As Australia's leading regional university, we are part of the communities in which we are located, and which are home to many of you.

I would like to personally thank you for choosing Federation TAFE as I am proud of the contribution Federation University and Federation TAFE make to our communities.

**Professor Duncan Bentley**  
Vice Chancellor and President  
Federation University Australia

**Acknowledgement of Country:** Federation University Australia acknowledges the Traditional Custodians of the lands and waters where our campuses, centres and field stations are located and we pay our respects to Elders past and present, and extend our respect to all Aboriginal and Torres Strait Islander and First Nations Peoples.



# Student Services and Support

## Equal Opportunity/Discrimination/Harassment

The University is committed to providing an environment that values diversity, offers equality of opportunity to all students and staff, and is free from harassment and discrimination. In applying to study at the University and in any University activity, you can expect that:

- you will not be treated unfairly because of your sex, gender identity, marital status, pregnancy, breastfeeding, status as a parent or carer, sexual orientation, lawful sexual activity, race, disability, age, industrial activity, physical features, religious belief or activity, political belief or activity
- you will not be harassed (made to feel intimidated, offended or humiliated) because of any of the above grounds
- you will not be subjected to sexual harassment
- you will receive appropriate flexibility eg. because of disability, or for family or cultural responsibilities, and
- any concerns regarding discriminatory treatment or harassment will be dealt with promptly. You are also expected to make sure that your own behaviour does not result in other students or staff feeling intimidated, humiliated or offended because of the above grounds.

The University encourages and will support action by students who feel that they have experienced discrimination, or harassment in any University activities.

The Student Equity and Inclusion team provide a free and confidential service to support students that may have experienced matters of this nature.

More information is available on the Student Equity and Inclusion webpage at [www.federation.edu.au/equity](http://www.federation.edu.au/equity)

The Student Equity and Inclusion office can be contacted via phone on (03) 5327 8516 or email: [equity@federation.edu.au](mailto:equity@federation.edu.au)

## Aboriginal Education Centre

The Aboriginal Education Centre provides resources for all Aboriginal and Torres Strait Islander students attending Federation University. Each Centre has a resource library and study room with books and magazines relating to social interaction on campus and enables staff, students and the wider community to develop a sense of Aboriginal identity and community.

Other services and facilities at the centre include:

- computer room with computers and printers
- access to photocopier, telephone and fax
- advice on childcare, accommodation, Abstudy, scholarships and cadetships
- tutorial support

For more information please call: (03) 5327 8260

## Child Safe Standards

Federation TAFE is committed to providing a safe environment for all children, including Indigenous children, children with a disability and children from culturally and/or linguistically diverse backgrounds. All members of the Federation TAFE community are responsible for protecting the interests and safety of children, and we have a zero tolerance for child abuse. Our Child Safe Policy promotes the seven Child Safe Standards to prevent and respond to child abuse and create an organisation that supports and protects all children.

The following standards are reflected, and are embedded, in Federation University's policies:

- strategies to embed an organisational culture of child safety, including through effective leadership arrangements
- a child safe policy / statement of commitment to child safety
- a code of conduct that establishes clear expectations for appropriate behaviour with children
- screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel
- processes for responding to and reporting suspected child abuse
- strategies to identify and reduce or remove any risks of child abuse
- strategies to promote the participation and empowerment of children.

Full details of the Child Protection policy at Federation TAFE are available on our website: [https://policy.federation.edu.au/corporate\\_governance/procedures/child\\_protection/ch01.php](https://policy.federation.edu.au/corporate_governance/procedures/child_protection/ch01.php)

## Counselling

We provide a free, professional and confidential counselling service to all students. The counsellor will:

- listen carefully to what you say, help you discover and develop your own resources
- work with you so that you can see your situation more clearly
- help you resolve your difficulties, and if appropriate refer you to other areas for assistance within the University or outside the University

Counselling provides assistance with many issues such as: course and career decisions, relationships, anxiety, financial hardship, academic progress, personal issues and stress management.

### Ballarat

**SMB:** Student Centre, Building D, Monday to Friday 9am to 4pm.

**Mt Helen:** Building T North in the Health Centre, Monday to Friday 9am to 4pm.

Further information and appointments,

(03) 5327 9470 or [counselling@federation.edu.au](mailto:counselling@federation.edu.au)

### Wimmera

Counsellor available by phone appointment,

(03) 5327 9470 or [counselling@federation.edu.au](mailto:counselling@federation.edu.au)

## TAFE Student Support Officers

Student Support Officers are available to provide support and to connect students to many support services available. Student Support Officers provide information, referrals and connection to: academic support, health and wellbeing, housing support, drug and alcohol resources, financial and scholarship information including external information and resources. Contacting a Student Support Officer is provided by staff in your area of study.

## WYNN – What You Need Now

WYNN is literacy software designed to provide support for students with reading and writing difficulties, or challenges with organising, studying and understanding information. It is also very useful for international students with English as their second language. It has voice output capability and text scanning that can read virtually all document formats. WYNN can be used by anyone regardless of age or area of study.

WYNN software is available on all student computers located in all University computer labs including those in the Library. The WYNN software increases motivation and confidence with a range of features such as:

- bimodal approach – it highlights the text as it reads aloud
- clear, natural-sounding speech
- webct compatible
- full editing capabilities
- built-in dictionary
- word prediction
- read emails, web pages
- extract information from web pages
- documents can be converted to mp3 format
- very intuitive and easy to use

Student Support runs free WYNN training sessions during the semester. These sessions are open to all Federation University students and staff. For further information contact the Disability and Learning Access Unit on 03 5327 9470.

## Students with Disabilities

The University provides Disability and Learning Access services to help students with disabilities to access courses and facilities to meet their educational and training goals. The Disability and Learning Access Officers have expertise in access and equity issues, and can help students with disabilities adjust to the educational environment.

If a physical, sensory or learning disability, or a medical or mental health condition will impact on your ability to access the University or to achieve your educational goals then the Disability and Learning Access Officers may be able to help.

Services available include the provision of academic support workers (eg. note takers, participation assistants), alternative assessment arrangements, provision of alternative format materials and adaptive equipment.

Apprentices and Trainees with a disability undertaking training through the University may be eligible to receive assistance to help them learn their trade, through the DAAWS (Disabled Australian Apprentice Wage Support) scheme, Apprentices with limited vision, difficulty reading or writing, a hearing impairment or difficulties with learning, may be eligible to receive tutorial, interpreting or mentoring assistance.

For more information contact the Disability and Learning Access unit:

Phone: (03) 5327 9470

Email: [disability@federation.edu.au](mailto:disability@federation.edu.au)

Web: [www.federation.edu.au/disability](http://www.federation.edu.au/disability)

## TAFE Study Support

The University provides learning support to all enrolled students. The aim is to improve learning outcomes and assist in the successful completion of all VET courses.

The teachers can help you with:

- assessment requirements for all subjects
- answering questions and topics
- mathematics and numeracy
- reading skills
- effective study habits
- research skills – books, journals and the internet
- managing time
- preparing for exams/tests
- spelling and grammar
- basic computer skills, and
- note taking

Contact TAFE Study Support at

[TAFEstudysupport@federation.edu.au](mailto:TAFEstudysupport@federation.edu.au)



# Welcome to the Library

We have libraries at SMB, Mt Helen and Horsham.

Make sure you bring your student ID card because it is your library card, and you need it to borrow, print, copy and scan. The library collection includes:

- print books and journals including ESOL materials
- multimedia, ebooks and ejournal articles
- subject Guides for your study area
- laptops and phone chargers you can borrow

## Library Services

- The library has services and spaces to suit you! Spaces for group work, quiet study or relaxing.
- You can borrow and return items from all Federation University campus libraries.
- We can help with access to the student network, printing, scanning and Wi-Fi.
- We are here to support you to get connected online and help with digital skills like changing passwords, accessing student email, navigating Moodle and My Student Centre, and managing your files using OneDrive.

## Borrowing

Good news – most of your borrowed items will be automatically renewed.

You can renew borrowed items online by logging into My Library with your Federation student number and password or by using the MyLibrary! App. Most items will be automatically renewed up to 20 times.

VET students can borrow 100 items for 14 days and renew 20 times (if the item is not on hold) and request items from other campuses.

We do not have fines for overdue items. Instead, we have penalty points. 1 penalty / 1 book / 1 day.

- 40+ penalty points = 14 day borrowing suspension
- 80+ penalty points = 28 day borrowing suspension

We send reminder emails to your student account 3 days before items are due back.

Opening hours vary between campuses and are advertised at [www.federation.edu.au/library](http://www.federation.edu.au/library)

## InfoPoint

The InfoPoint is available and ready to point you in the right direction. The Library provides a one-stop query resolution service to all students. We'll either answer your query or connect you to the right service. Call, chat, email, or come in and say hi — we're here to help.

## MyLibrary! App

You can search, request and renew library items on your smartphone via the MyLibrary! app, available to download from the Apple App Store and Google Play Store.

## Printing in the library

There are colour printer/copier/scanners throughout the library. To print, you'll need to add print credit online using your credit/debit card at [fmp.federation.edu.au](http://fmp.federation.edu.au)

We are unable to take cash payments.

## Contact us

Phone: 1300 552 567

Chat online at [federation.edu.au/library](http://federation.edu.au/library)

Email: [libinfo@federation.edu.au](mailto:libinfo@federation.edu.au)

Social media: Facebook @FedUniLibrary and  
Twitter @FedUniLibrary

## Purchasing Text Books

### Mt Helen and SMB

Textbooks can be purchased online from The School Locker. Online [www.federation.edu.au/current-students/life-on-campus/services-on-campus/book-shop](http://www.federation.edu.au/current-students/life-on-campus/services-on-campus/book-shop)

Email [textbooks@federation.edu.au](mailto:textbooks@federation.edu.au) with any enquiries.

### Wimmera

The bookshop is in the Wimmera Campus Library: *Werrunangity larr Wimmerata*, Horsham. Books can be ordered directly by contacting the bookshop. Payment must be made in full at the time of ordering. Delivery can be arranged to your home address or you can collect from the campus. Phone: (03) 5362 2651 or email [horsham.bookshop@federation.edu.au](mailto:horsham.bookshop@federation.edu.au)





# Enrolment

## Eligibility

### Citizenship Criteria

To access government subsidised training under the Skills First Program students must be:

- An Australian Citizen; or
- A holder of a Permanent Visa; or
- A New Zealand Citizen

To confirm your citizenship/residency you **must** provide either the original or certified copies of ONE of the following documents:

- Australian Birth Certificate (**not birth extract**)
- Current Australian Passport
- Current New Zealand Passport
- Naturalisation Certificate
- Green Medicare Card
- Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence.

**The University must retain a copy of the evidence provided on file for audit purposes. Only the above listed documents are acceptable as evidence.**

### Additional Criteria

- If you are under 17 at the commencement of training you will require permission from the Education Department to enrol in a course. Please refer to the Skills Victoria website for further information [www.vic.gov.au/vet-funding-contracts](http://www.vic.gov.au/vet-funding-contracts)
- If you are under 18 you will require parental/guardian consent to enrol in a course.

### Maximum of two subsidised courses:

You are eligible to commence a maximum of two subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the course. For example, this means if you have already commenced two courses at the Certificate III level, you may only commence courses at the Certificate IV level (or above).

This restriction does not apply to courses on the Foundation Skills list or to students recommencing training in the same qualification (at the same or a different provider).

### A student must not:

- Have commenced or is not scheduled to commence more than two courses as a government subsidised student in the current year
- Be currently enrolled in two or more courses as a government subsidised student

Students who access government subsidised funded training **must** be aware that they can only enrol or commence a maximum of two government subsidised courses in a calendar year.

Students who access government funded training are allocated a maximum number of funded hours to complete their course requirements. Students who do not satisfactorily complete all course requirements and have exhausted allocated funded hours wishing to re enrol will be required to pay full fee rates.

**You may be asked to provide original documents or original certified copies of the documents listed above to establish your citizenship or residency status.**

## Student Enrolment Fees

### Student Enrolment Fees

TAFE course fees vary depending on the course and the student's eligibility for government subsidised training.

Some courses may be free under the Victorian Government's Free TAFE for Priority Courses initiative.

A statement of fees will be provided prior to enrolment, showing the total estimated course fees.

TAFE enrolment fees can include tuition fees and material fees, as outlined below:

### Tuition Fees

Charged for each enrolled unit of study, based on eligibility, government subsidies and/or concession:

- **Free TAFE:** As part of the Free TAFE for Priority Courses initiative, some courses will have no tuition fees (for eligible students). Material fees may still be payable. (*Free TAFE is subject to availability in 2024*).
- **Concession:** Students enrolling into a Certificate level course as a government subsidised student, who hold a valid concession card, may be eligible for a concession rate on their tuition fees (eligible concession students pay 20% of the standard tuition fee).  
\*Students should apply to Centrelink as soon as possible if they think they might be entitled to a Health Care Card.
- **Standard:** Standard (non-concession) tuition fees apply to students who are eligible for government funding but ineligible for concession. The Victorian Government subsidises a significant amount of the tuition fees.
- **Full Fee:** If a student is deemed ineligible for a government subsidised place they will enrol as a full fee paying student, which means the full cost will be charged for all enrolled hours.

Aboriginal/Torres Strait Islander students will have access to free tuition under the Skills First Aboriginal Access Fee Waiver initiative (for eligible enrolments, including Diploma and Advanced Diploma).

### Material Fees

Material fees cover the cost of items which are purchased by the University and provided to the student, such as tools, materials, uniforms and text books, as well as excursion costs and other incidentals associated with the course. Material fees will vary depending on the course being studied and are not applicable to all courses. Some courses may require the student to purchase textbooks separately – this charge is in addition to the enrolment fees and is solely the student's responsibility.

## Concessions

A concession is available on tuition fees for any government subsidised student who holds one of the following cards and is enrolling in a Certificate I to IV course:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Is a dependent spouse or dependent child of one of the above cardholders and is listed on the card
- Veteran's Gold Card (but not their dependents)

To be eligible for a concession on the tuition fee a copy of a current and valid concession card should accompany the enrolment, otherwise the non-concession rate will be charged.

Students can enter their current concession card details in their online application and provide a physical copy to Student HQ. The University will allow a grace period of up to 60 days to enable the student to present a valid concession card, dated on or before the commencement of training.

Note: A student will be required to provide a copy of their current concession card for any additional unit enrolment or new course enrolment. The university will not apply concession to an existing enrolment if the relevant evidence is not supplied within the stipulated time frames.

Centrelink Digital Wallet Concession – where a concession card is presented via a Digital Wallet through a Centrelink Express mobile application the university staff member must sight and authenticate the card viewing the card directly through the Centrelink Express Plus mobile application on their mobile device. Digital Wallet evidence will not be accepted via a screen shot of the card if it is emailed or otherwise produced.

The concession does not apply if the student's fees are:

- being fully paid by a Commonwealth Government Funded Agency
- part of a Commonwealth program or initiative

Concessions do not apply for courses at the Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma level.

**Note:** Students who meet the eligibility criteria of government subsidised training will be enrolled under the Victorian Skills First Program and this may impact any future Skills First entitlement.





## Fee Payment

It is University policy that fees must be paid by the invoice due date. Students who enrol online can pay by credit card via mySC self-service at the time of enrolment confirmation. Students who don't pay up front will be invoiced and will have strictly 14 days to make payment, unless they are approved for a TAFE Direct Debit Payment Plan (excluding Diploma/Advanced Diploma tuition fees which are due by the census date for each enrolled unit). Students will be able to access a Tax invoice/Statement via the online student management system.

### Acceptable Payment Methods

- **MySC credit card self service** – Mastercard, Visa, Amex
- **Fee Sponsorship**  
(Fee Sponsor Agreement Form must be completed and returned to [studentfees@federation.edu.au](mailto:studentfees@federation.edu.au))
- **POST Billpay**
- **BPay**
- **In person** payment via EFTPOS at any of our campuses:
  - > Student HQ – SMB or Horsham
  - > Library InfoPoint – Mt Helen(Cash payments are not accepted)

### TAFE Direct Debit Payment Plans

Students enrolling into a Certificate I-IV course who are unable to pay their fees in full by the invoice due date can apply for a TAFE direct debit payment plan for both their tuition and material fees.

Students enrolled in Diploma or Advanced Diploma courses can only apply for a TAFE direct debit payment plan for their material fee component.

### Fee Sponsorship

If fees are to be paid by a sponsor (i.e., employer or agent), a Fee Sponsor Agreement Form must be completed and returned to [studentfees@federation.edu.au](mailto:studentfees@federation.edu.au). Charges will remain on the student account until the form has been received and processed.

If a sponsor fails to make payment of the agreed fees prior to the due date the tuition charges will revert to the student's financial account as outlined in terms and conditions of the agreement.

## VET Student Loans

The VET Student Loans program is an Australian Government loan program for the Vocational Education and Training (VET) sector that helps eligible students, enrolled in approved courses at Diploma or Advanced Diploma level, pay their tuition fees.

- VET Student Loans assist eligible students to pay all or part of their VET tuition fees for eligible courses.
- Eligible students will be entitled for loans up to a capped amount. If the cost of the course exceeds the cap, students will be required to pay the difference (gap fees).
- Additional costs such as material fees cannot be deferred via a VET Student Loan.
- Students undertaking a course on a full fee basis may also be eligible to access a VET Student Loan, but will incur a 20% loan fee.
- A VET Student Loan debt is repaid through the Australian taxation system once the minimum income threshold level of repayment is reached.
- Only available to students who meet the government's predetermined eligibility and citizenship requirements.

To apply for VET Student Loan students must complete the 'Request for VET Student Loan assistance' form through the Government's electronic Commonwealth Assistance Form (eCAF) system and provide their Tax File Number prior to the first census date.

Census dates are predetermined and students will not incur VET Student Loan liability until after the census date. Census dates are displayed on the confirmation of enrolment and published on Federation University's website.

Further information on VET Student Loans and eligibility is available at:

[www.yourcareer.gov.au](http://www.yourcareer.gov.au)

[www.federation.edu.au/studentfees](http://www.federation.edu.au/studentfees)





## Fee Refunds (Eligible and Non Eligible Students)

### Certificate I to IV Courses

To be eligible for a tuition fee refund a student must formally withdraw from their course within 28 days from the the course commencement date. Material fees will be refunded at the discretion of the course area.

To withdraw from their course a student must either complete and sign the withdrawal form, which is available from the teacher or course coordinator, or advise of their intention to withdraw in writing.

### Diploma/Advanced Diploma Courses

(including courses eligible for VET Student Loans)

For all Diploma/Advanced Diploma courses a full refund or credit of tuition fees will be made if the withdrawal application is submitted on, or prior to, the census date(s) for the applicable unit(s). Material fees will be refunded at the discretion of the course area.

If a signed withdrawal form or written intention to withdraw is not submitted prior to the census date(s), a student will not be eligible for a refund or an adjustment to their VET Student Loan debt.

Further information can be found at the VET refunds page on the website: <https://federation.edu.au/current-students/essential-info/fees-and-charges/tafe/fees-charges-and-eligibility/vet-refunds>

If a course (at any level) is cancelled by Federation University Australia before a student completes the requirements a full refund will apply.

## Non Payment of Fees

Students who fail to make payment by the due date will have restrictions placed on their account preventing attendance, enrolment, re-enrolment, access to results, transcripts and graduation. Students are encouraged to apply for a TAFE direct debit payment plan if unable to make payment by the due date. Outstanding fees remain on a student's record indefinitely and will impact future enrolment and access to grades for any completed units.

Students can view their current charges or access Tax Invoice/Statements from their mySC account. Any questions relating to fees and charges should be directed to [studentfees@federation.edu.au](mailto:studentfees@federation.edu.au)

## Competency Based Training and Assessment

Most VET courses are delivered according to Competency Based training and assessment principles. VET courses help you gain skills and knowledge that are required aspects of the work performance for your industry. Competency standards set out the skills, knowledge and attitudes required to operate effectively in employment. This includes the ability to perform individual tasks, to manage and respond to contingencies or breakdowns, and deal with the responsibilities of the workplace. As a student you will be assessed against the competency standards set for your course.

## Credit Transfer and Recognition of Prior Learning

As a VET student you are able to gain recognition for your existing skills and knowledge no matter where, or how, these were acquired. There are two ways that you can gain this recognition at Federation TAFE:

### 1. Credit Transfer

Credit Transfer is granted where evidence is provided to show that the same unit of competency has been successfully passed at the University or another Registered Training Organisation (RTO). Under the principles of mutual recognition the University accepts Australian Qualification Framework Qualifications and Statement of Attainments issued by other RTO's. Credit will be given in units of competency for which an original, official Certificate or Statement of Attainment is provided.

### 2. Recognition of Prior Learning (RPL)

RPL is the formal acknowledgment of skills, knowledge and competencies, regardless of how and where the learning occurred. It is the process of matching current skills and knowledge against competencies learnt in the workplace, through voluntary work, social or domestic activities, or formal or informal studies is relevant to your course you may gain recognition or RPL for these units.

*Please note a charge applies to all RPL enrolments.*

If you believe you are eligible for RPL or Credit Transfer you need to discuss this with your School before the commencement of teaching.

For more information on RPL go to:

[https://policy.federation.edu.au/learning\\_and\\_teaching/assessment/recognition\\_of\\_prior\\_learning\\_he/ch01.php](https://policy.federation.edu.au/learning_and_teaching/assessment/recognition_of_prior_learning_he/ch01.php)



### Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a randomly generated code that is available online from the Australian Government. The code will stay with you for life and be recorded with the nationally recognised VET course that is undertaken from 2015 onwards.

**You must provide your USI before you can be enrolled.**

If you do not have a USI you can visit [www.usi.gov.au](http://www.usi.gov.au) to create one; or let the Federation University School Officer who is assisting you with your enrolment know that you do not have a USI.

### How to use My Student Centre (mySC)

My Student Centre (mySC) is an online system which allows you to manage your administrative needs whilst studying at Federation University.

<https://mysc.federation.edu.au>

<https://federation.edu.au/current-students/online-systems-help/how-to-use-my-student-centre>

By following the above link you can:

- accept or decline your offer
- enrol in mySC
- view your grades
- update your personal details ie address, phone number etc\*\*
- view your unofficial transcript
- view your invoice
- pay your fees
- view a hold on your account
- view your Commonwealth Assistance Notice (CAN)
- set up your refund profile

\*\* Note: to change your name you must complete a Personal Details Amendment form and provide documentary evidence. <https://federation.edu.au/current-students/essential-info/administration/forms-and-procedures>

### Proof of enrolment

Your student ID card is proof of your enrolment. You can order your first ID card online using the University's **CaptureMe Portal**. Once you have uploaded your photo, your ID card will be ready to collect from your nominated campus location from 2.00pm on the following business day. Alternatively you can visit Student HQ at your campus to have your photo taken and ID card printed on the spot.

### Graduations

When you have completed your studies you will receive information from the graduation office about options available to receive your testamur. You may choose to attend a ceremony at the next graduation event or if you do not wish to attend a ceremony you can make arrangements to receive your testamur via Post or collecting in person from Student HQ. Ceremonies are held twice a year in Semester One and Semester Two.

For more information about graduations, [www.federation.edu.au/graduation](http://www.federation.edu.au/graduation)

If you have completed your studies and have not received an invitation to attend a ceremony please contact the graduation office on **1800 333 864**.





# Student feedback

## We welcome your feedback!

### Have your say with the Student Senate

The Student Senate would love to hear your feedback and ideas on your University experience. So if you have something to say about campus facilities, course delivery, student support service, sustainability or anything else that impacts on your student experience, get in touch with your Student Senate representative by emailing [student.senate@federation.edu.au](mailto:student.senate@federation.edu.au) calling (03) 5327 6978 or like us on [Facebook.com/FedUniSenate](https://www.facebook.com/FedUniSenate) to keep up to date with Student Senate actions and events. You can be part of this collective voice. It doesn't matter if you've never done anything like it before – lots of support is provided. Keep an eye on your emails and be ready to put your hand up when applications open.

### Student Advocacy

We help you with concerns and questions about your educational experience. We provide support and advice to students about University policies, complaints, appeals, discipline, meetings and hearings, special consideration, academic progress and any other matters which may impact on your Fed Uni experience.

Contact us for help and support in addressing your University concerns.

#### Ballarat and Wimmera campuses

Phone: (03) 5327 6105

Email: [studentadvocacy@federation.edu.au](mailto:studentadvocacy@federation.edu.au)

Web: [www.federation.edu.au/studentadvocate](http://www.federation.edu.au/studentadvocate)

Or drop in to make an appointment at Mt Helen Campus – U113 Level 1 Albert Coates Complex above the café.

### Appeals

Students may have the right to appeal a University decision made against them which affects academic record or enrolment status. This could be individual grades, they believe are unfair or unreasonable. Students need to satisfy the appeal grounds criteria.

Student Advocacy can advise students about any appeals processes.

Phone: (03) 5327 6105

Email: [studentadvocacy@federation.edu.au](mailto:studentadvocacy@federation.edu.au)

### Plagiarism

Student Advocacy can assist students who have been charged with plagiarism.

Phone: (03) 5327 6105

Email: [studentadvocacy@federation.edu.au](mailto:studentadvocacy@federation.edu.au)

## Grievances/Complaints

The University is committed to ensuring that all students have a positive relationship with the University and its staff members.

Procedures that include processes for receiving and processing complaints.

- Complaints Management Policy
- Student Complaints Management Procedure
- Equal Opportunity and Valuing Diversity
- Discriminatory Complaint Procedure
- Protected Disclosures Policy and Procedure
- Student Sexual Harm Reporting Procedure
- Student Misconduct Procedure

Policies and procedures can be downloaded from: <http://policy.federation.edu.au>

Many complaints can be resolved at the local level but if you have a complaint, issue or concern you should seek advice on how to best deal with your situation. Advice can be sought from:

#### Student Advocacy

[www.federation.edu.au/studentadvocate](http://www.federation.edu.au/studentadvocate)

#### Equity and Inclusion

[www.federation.edu.au/equity](http://www.federation.edu.au/equity)

It is important to follow the appropriate sequence of steps in raising a complaint or grievance to ensure that the matter proceeds smoothly.

Information for students on grievances is located at: <https://federation.edu.au/staff/governance/legal/grievances-and-complaints/student-grievances>

Complaints about administrative actions and decisions of the University can be made to the Victorian Ombudsman: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

The Ombudsman is, generally, the office of last resort. If you have not followed the steps laid down in the relevant University procedures, the Ombudsman may ask you to do so before accepting your complaint.

#### Federation TAFE Bullying Prevention Guidelines

[https://policy.federation.edu.au/corporate\\_governance/complaints/bullying/ch01.php](https://policy.federation.edu.au/corporate_governance/complaints/bullying/ch01.php)



## Other useful information

### Orientation Finding Your Way as a New Student

[www.federation.edu.au/oweeek](http://www.federation.edu.au/oweeek)

Contact your School for information on course orientation. Orientation is an opportunity to be shown around the campus, to find out about the areas in which you will be studying, to meet other new students, and generally to have a fun and informative start to the year.

### Accommodation

Federation University offers a range of accommodation located on or close to our campuses in Ballarat, Gippsland and Berwick, with short, medium- and long-term options available.

#### Why stay with us?

The benefits of staying within Federation University Australia Halls and Residences include:

**Success** | Federation University research shows students who live with us are more likely to succeed.

**Friendship** | Develop instant networks and lifelong friendships with a sense of community.

**Opportunity** | Amazing opportunities, planned experiences, activities and so much fun.

**Support 24/7** | Support so you can enjoy a balanced living and learning community.

**Convenience** | For peace of mind and convenience residences are located on, or close to campus.

### Café Horsham

The Horsham Campus Café provides students with a range of meals and snacks. It is located on the ground floor of Building C. A snack vending machine is also available in Building M.

### Murnong, Mt Helen café

Murnong, located on the Ground Floor, Albert Coates Complex, provides a range of healthy, delicious meals and snacks made fresh daily. Sandwiches, wraps, rolls, yoghurt, hot food, pastries, salads, cakes, cold drinks, newspapers, coffee and more.

### Bai Err, Mt Helen café

Bai Err, located in the Albert Coates Complex, is open to the entire University community. The café features an innovative menu to suit all tastes and budgets with gourmet pizza, pasta and salads.

### Fedstore, Mt Helen

Fedstore stocks a wide range of products including grocery items, merchandise, coffee, snacks, clothing, and much more. Visit us on the ground floor, T Building, Mt Helen Campus, or shop online at [fedstore.federation.edu.au](http://fedstore.federation.edu.au)

### Car Parking

**Ballarat, SMB:** All day parking is available in Grant Street, Albert Street and White Flat Oval. Student Unreserved Parking (Zone 4\*) is located off Armstrong St South. Refer to signage. Phone (03) 5327 8097

**Ballarat, Mt Helen:** There is ample free parking as well as Zone 4\*. Refer to signage. Phone (03) 5327 9543

**Wimmera:** Car parking at the Horsham Campus is available in Baillie Street and within the campus grounds.

All parking matters should be addressed directly Facilities Service Staff at [PropertyInfrastructure@federation.edu.au](mailto:PropertyInfrastructure@federation.edu.au)

Information for 'Apply for a parking permit', can be found on the parking page of the University website.

Please note: A parking permit must be purchased to utilise these parking areas.





**SKILLS  
AND JOBS  
CENTRES**

## SKILLS AND JOB CENTRES

**Free career and training advice  
with local knowledge for the  
local community**

- Employability skills workshops
- Skills review and advice
- Training advice
- Employer networking
- Local employment market information
- Barriers to employment and training explored

### **Come speak with us**

To book a time or discuss services available

**T:** 03 5327 6540

**E:** [skillsandjobs@federation.edu.au](mailto:skillsandjobs@federation.edu.au)

**Ballarat**  
20 Grant Street  
**Horsham**  
Baillie Street

## Children's Centres

Federation Children's Centres offer a caring and supportive environment with flexible and stimulating learning experiences. Childcare and kindergarten programs are available for Federation staff, students and members of the community.

- Quality education and care
- Qualified Early Childhood Educators
- Flexible, stimulating, inviting learning environments
- Play based learning with an emergent curriculum
- On University campus for easy access at Mt Helen, SMB and Churchill
- Nutritional meals served daily

Find out more at

[federation.edu.au/childrens-centres](http://federation.edu.au/childrens-centres)

Email: [childrenscentres@federation.edu.au](mailto:childrenscentres@federation.edu.au)

## Health, Sports and Aquatic Centre

Located within the state of the art Health and Sports Precinct on the Mt Helen Campus, the Federation Health, Sports and Aquatic Centre features a heated indoor 25 metre pool, fully equipped Health and Fitness Centre, indoor sports stadiums, active studio and tennis courts.

Membership options are available for students, staff and the community.

The Centre also offers Learn to Swim programs, group fitness classes, personal training, children's birthday parties, specialised services and facility hire for schools, sporting and community organisations and individual athletes.

[federation.edu.au/hsa](http://federation.edu.au/hsa)



CRICOS Provider No. 001030 National RTO Code: 4009 P 027

## Confidentiality

All student information shall be treated by the University as confidential, excepting data required under Commonwealth or State Legislation.



# Apprenticeship and Traineeship

A number of acronyms have been used and below is a list of the most common:

<b>Fed</b>	Federation University Australia
<b>RTO</b>	Registered Training Organisation
<b>AA</b>	Australian Apprentice
<b>WBD</b>	Workplace Based Delivery
<b>AASN</b>	Australian Apprenticeship Support Network
<b>ASBA</b>	Australian School Based Apprentice
<b>VASS</b>	Victorian Assessment Software System
<b>AFO</b>	Apprenticeship Field Officer
<b>CBC</b>	Competency Based Completion

The University is proud to be chosen as your partner in training. We know that your apprenticeship or traineeship is the first step in what will be a very rewarding career, we understand how important this is and will provide you with the support and training to ensure that your experiences at Federation TAFE are of the highest quality.

The following information is designed to help you to better understand the role of each party in your apprenticeship or traineeship.

As we have entered into a new era of training with the introduction of Competency Based Training and Assessment, we have outlined how this system works and how it will benefit you.

Please read carefully and ask us if you need help in understanding its contents. It will help you get the most out of your learning environment and may enable you to complete your apprenticeship or traineeship in a shorter time frame.

We look forward to working together to help you to achieve your goals, and will also encourage you to strive for recognition through internal and external awards programs and competitions.

## The Training Plan

Every apprentice and trainee at Federation TAFE will be required to negotiate a Training Plan. This working document is the roadmap to your qualification and lists everything that you will need to achieve to gain your qualification.

Federation TAFE will conduct a Pre Training review with the apprentice and employer so that we can understand the individual's needs and design the training plan accordingly. In line with Competency Based Completion requirements your Federation TAFE Training Plan will be used to confirm competency at each stage of your apprenticeship or traineeship, at times you and your employer will be asked to confirm sections of this Plan with either a signature or electronic confirmation.



## About your training plan

Your training plan will outline how and where your training will occur, this may be on campus, on your worksite or even online. Your plan can be altered at any time if it no longer is a reflection of your job role or qualification, we can adjust the units to create a better fit or negotiate different ways of assessing you.

The apprentice, employer and in the case of School Based Apprentices the secondary school will receive a copy of the Training Plan.

It is important that you retain this copy as it is a valuable resource for your apprenticeship or traineeship. A copy of your Training Plan may be requested by your Australian Apprenticeship Support Network provider if you or your employer is claiming financial incentives.

For more information on incentive payments, please visit Financial Programs on Australian Apprenticeships website.

<https://www.australianapprenticeships.gov.au/financial-programs>

### What does competence mean?

Competence is when you can prove to both your supervisor and Federation TAFE assessor that you can perform all the tasks in your Unit Outline independently. You must be able to perform these tasks safely and to industry standard.

You must also demonstrate an understanding of the underpinning knowledge required for your qualification.

### What is the difference between training and assessment?

Training is where you learn, over a period of time, to be able to perform a task to a set standard. When you have performed this task several times in a safe manner and you understand the underpinning knowledge component of the task (planning, preparing, material types etc) you will be ready to be assessed.

Training (both in the workplace or at Federation TAFE) will take many forms such as the following:

- Your supervisor showing you how to do various tasks
- Your Federation TAFE assessor also assisting you in your training
- Learning by observing others working
- Completing the underpinning knowledge readings and tests (online or hardcopy)

## Learning Materials

### Unit outlines

There is a Unit Outline for each competency. These are available online or can be printed out – ask your assessor if you need them printed out.

All the Unit Outlines are similar in appearance and layout and ask you to do similar types of activities for each unit of competency.

### Texts

There is also a list of suggested and compulsory resources. It is necessary for you to purchase those considered vital to your training.



### Online Questions and Tests

These questions/tests will help you understand some of the more important theory aspects of the tasks. You will need to be able to answer all these questions prior to the formal assessment. You can find the answers in one of many ways.

- Ask your supervisor
- Look it up in a reference book or search the internet
- Ask your assessor – they may direct you to another source
- Ask a colleague at work

### Assessment

May take many forms:

- Completion of online tests and questions
- Video or camera evidence of tasks completed
- Employer/supervisor reports/verification
- On-site completion of tasks
- Off-site (Federation TAFE) completion of tasks

Your Federation TAFE assessor will either visit you at various pre-arranged times throughout the year to conduct assessments, or will have arranged for you to attend the TAFE. If you believe you are ready to have the next unit assessed, you can arrange an earlier appointment. Details of how each unit of competency is to be assessed are listed on your training plan in Part II. All units are assessed in line with the employability skills which are:

Communication, Initiative and Enterprise, Learning, Planning and Organisation, Problem Solving, Self Management, Team Work and Technology.

## Your Online training tools

### Moodle

Moodle is the official Learning Management System at the university. It contains resources and activities that are relevant to your courses.

<https://moodle.federation.edu.au/login/index.php>

### Training obligations

When entering into a Training Agreement there are obligations for all parties in relation to training, these obligations ensure the quality and successful outcome of the Apprenticeship agreement.

The obligations listed below are relevant to all stakeholders. If you have any questions or concerns in relation to these obligations, please discuss these concerns with your employer, supervisor or trainer.

#### As an employer of an apprentice you must:

- Ensure, where the qualification is at the Certificate III or above (this includes Trade Apprentices) that the apprentice/trainee is withdrawn from routine work duties for a minimum of three hours per week (pro rata for part-time apprentices/trainees and only for the duration of the workplace based training period for combination of Workplace Based Training (WBT) and on campus delivery) for structured training, averaged over a 4 week cycle.

The WBT requirements will be outlined when you are designing your training plan.

- Employ and train the apprentice as agreed in the training plan
- Provide the apprentice with training and work skill in all the on the job training components of the course as agreed in the training plan using a suitably qualified person
- Allow the apprentice to attend all scheduled on campus training
- Action the competency completion documentation or confirmation as required
- Record any release time in a workplace log signed weekly by the workplace supervisor or a trainee record book or timesheet and verified by the RTO

#### As your Registered Training Organisation Federation TAFE must:

- Complete a Pre Training Review and Training Plan
- Provide you with resources to use if you have selected any units be delivered by way of Workplace Based Training, this will include a log of release time
- Discuss the time requirement and period of WBT and note this on Part II of the Training Plan
- Be available to assist you should you have any questions or concerns in relation to training or your obligations
- If training is ALL campus based, make a minimum of 4 contacts per annum with the employer to provide a progress update against the Training Plan (by a combination of visit, email or phone)
- If training is ALL workplace based make a minimum of 4 visits per annum to conduct training and assessment, and make monthly contact with the employer and apprentice to discuss progress either by visit, phone or email
- If an employer is not meeting the mandatory requirements of release from routine duties, and after discussion with the RTO has not rectified this problem the RTO (Federation University) must advise the Apprenticeship Administration Unit, VRQA, within two weeks of this failure to comply.

#### As an apprentice you must:

- Attend all on campus scheduled training. Where you are unable to attend you must contact your assessor or co-ordinator immediately to advise them of your absence
- Maintain a log of work activities and experience
- Advise us of any changes of details or circumstances as outlined in the change of circumstances form
- Wear suitable clothing and safety equipment (PPE) as required
- Enrol prior to the commencement of training and pay related fees if applicable
- Meet all deadlines as agreed in the training plan including submitting evidence
- Advise us if you believe you are not being released from routine duties for Workplace Based Training
- Advise your assessor if you believe you cannot meet the timelines negotiated in the training plan



## Disputes

Sometimes things go wrong. If you find that issues are not being resolved and tension is increasing then try some of the following suggestions:

- Find the cause of the problem and talk it through with your employer/supervisor
- If the matter is do with training and/or assessment call your Federation TAFE assessor
- If it is about terms and conditions of the apprenticeship call the Apprenticeship Administration Unit, VRQA (Phone: 1300 722 603)

The opportunity to discuss any matters about training and assessment is always available to you and a disputes resolution process is available.

## If things change

During an apprenticeship things may change, it is important to let us know as soon as possible if the following changes occur:

### Employer

- Change of contact details including phone numbers, postal address and email address
- Change of contact person or supervisors with authority within the business
- Change of business name or ABN
- Sale, transfer or closure of business
- Termination or resignation of your apprentice

### Apprentice

- Change of contact details including phone numbers, postal address and email address
- Any injury condition or illness that may affect your training
- If you become unemployed (you may still be able to continue your schooling it is important to contact us as soon as this occurs)
- If you are experiencing difficulty undertaking any component of your training

Apprentices and Trainees with a disability undertaking training through Federation University Australia may be eligible to receive assistance to help them learn their trade, through the DAAWS (Disabled Apprentice Wage Support) scheme. This may apply to apprentices with limited vision, difficulty reading or writing, a hearing impairment or difficulties learning, who may be eligible to receive tutorial, interpreting or mentoring assistance.

For more information within Federation University contact the Disability and Learning Access Unit: Apprentices and Trainees, Phone: (03) 5327 8323

## Privacy

We are committed to protecting and maintaining the privacy, accuracy and security of personal information. The University is required to comply with the *Privacy and Data Security Act 2014* (formerly the *Information Privacy Act [Vic] 2000*) and the *Health Records Act (Vic) 2001*.

The University's Information Privacy Policy may be viewed at:

[federation.edu.au/staff/governance/legal/legal-compliance/privacy](http://federation.edu.au/staff/governance/legal/legal-compliance/privacy)



## Useful contacts

### Federation University Australia

Web: [www.federation.edu.au](http://www.federation.edu.au)  
Phone: 1800 333 864

### Skills Victoria

Web: [www.skills.vic.gov.au](http://www.skills.vic.gov.au)

### To find you nearest Australian Apprenticeship Support Network provider

Web: [www.australianapprenticeships.gov.au/search-aasn](http://www.australianapprenticeships.gov.au/search-aasn)

### Apprenticeship Administration Information Line

Phone: 1300 722 603

### Fair Work Infoline

Workplace Relations and Award Inquiries

Web: [www.fairwork.gov.au](http://www.fairwork.gov.au)  
Phone: 13 13 94

### Worksafe

Web: [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)  
Phone: 1800 136 089  
Email: [info@worksafe.vic.gov.au](mailto:info@worksafe.vic.gov.au)

## Our campuses

Federation University is regional Victoria's largest education institution, with campuses in Ballarat, Berwick, Gippsland and the Wimmera providing easy access to study, and approximately 1200 staff committed to teaching excellence and student support.

<http://federation.edu.au/about-us/our-campuses>

## Directory

### Aboriginal Liaison Officer

SMB/Camp Street (03) 5327 8260  
Mt Helen (03) 5327 8260  
Wimmera (03) 5327 8260

### Accommodation

Ballarat (03) 5327 9480

### TAFE Industry & Community Programs

SMB/Camp Street (03) 5327 8173

### Childcare Centre

SMB/Camp Street (03) 5327 8183  
Mt Helen (03) 5327 9456

### Disability and Learning Access Officer

SMB/Camp Street (03) 5327 8092  
Mt Helen (03) 5327 9757  
Wimmera (03) 5327 9757

### Student Equity and Inclusion

All campuses (03) 5327 8516

### Student Support

Ballarat (03) 5327 9470  
Wimmera (03) 5327 9470

### Skills and Job Centre

SMB (03) 5327 6540

## Bushfire Emergency

All members of the University community must observe applicable Fire Restrictions and Total Fire Bans. Any evacuation required in response to a bushfire will be managed by Emergency Services and the university's network of Campus and Area Wardens.

### 'Code Red' Days

The Mt Helen Campus is closed on any 'Code Red' day declared in the Central fire district of Victoria. Activities planned for that day on the campus are cancelled. Campuses and premises other than Mt Helen normally remain open on 'Code Red' days.

### Extreme Fire Danger Days

On days of extreme fire danger, all campuses and premises of the University normally remain open. However, some activities may be restricted, modified or cancelled.

### Evacuations

Evacuations in bushfire situations are operational emergency management matters, Campus Wardens have the authority to declare evacuations under the Incident and Emergency Management Procedure

## University Legislation

The *Federation University Australia Act 2010* stipulates that the University must enact legislation (statutes and regulations) relating to the organisation and management of the University. All of the legislation contained in the following index has been formally approved and is in force. Any areas not covered by legislation are governed by existing policy.

- Access the University's Statutes and Regulations
- Access the University's Commercial Guidelines

Once approved, new legislation is published on the official noticeboard, and may be accessed via:

<https://federation.edu.au/staff/governance/legal/legal-compliance>

Hyperlinks have been provided to pieces of University Legislation that are of particular relevance to TAFE students, all remaining Statutes and Regulations are accessible via the University Legislation web page.

Enquiries can be directed to: **(03) 5327 9188**



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**1800 333 864**

**Federation.edu.au**

#feduni       /feduniaustralia

Disclaimer: Information contained in this brochure was correct at the time of printing (April 2023). Federation University Australia reserves the right to alter any course, procedure or fee, as deemed necessary. Prospective students should confirm course information by visiting [federation.edu.au](https://www.federation.edu.au) and [vtac.edu.au](https://www.vtac.edu.au) or by contacting the University directly.

The information contained in this brochure is specifically for domestic students — international students should contact International education on +61 3 5327 9018.

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